Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - First Contact Resolution	
Customer Company	**Low**	**FCR Total**
Governor's Office	21 11	21 11
Customer Company Total	21 11	21 11

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Governor's Office	21 1	21 1
Customer Company Total	21 1	21 1

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Governor's Office	21 0.09	21 0.09
Customer Company Total	**21 0.09**	**21 0.09**

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Governor's Office	21 0	21 0
Customer Company Total	21 0	21 0

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
	Low	ATTR Total
Governor's Office	21 0.19	21 0.19
Customer Company Total	21 0.19	21 0.19

Governor's Office

Detail

INC000000273035	Monica Taylor	Network	Password	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00

INC000000273038	Susan Deakin	PC/Laptop	None	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00

INC000000275207	Ron Gordon	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00

INC000000275587	Clair Webster	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.17
Voice Operations	Annette Nielsen	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.20

INC000000275823	David Stringfellow	Application	Password	PGP		TIR Missed:	Yes	TIR:	1.33
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	1.92

INC000000276495	Mike Squires	Telecom	Hardware	Telephone		TIR Missed:	No	TIR:	0.15
Voice Operations	Annette Nielsen	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.30

INC000000277476	Colene Tucker	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00

INC000000277480	Doreen Weyland	PC/Laptop	Performance	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00

INC000000277490	Nancy Neilson	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00

INC000000277498	Tammy Price	Network	Password	None		TIR Missed:	No	TIR:	0.13
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.13

INC000000278211	Daniel O'bannon	Telecom	Coverage Path	Telephone		TIR Missed:	No	TIR:	0.00
Voice/Data/WAN Services	Greg Blessing	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.69

INC000000279739	Jackie Jameson	Application	Password	Content Manager		TIR Missed:	No	TIR:	0.14
Help Desk	Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.50

INC000000282455	Patsy Buchi	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00

INC000000282456	Sandra Naegle	PC/Laptop	None	Microsoft Office		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00

INC000000282459	Doreen Weyland	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00

INC000000283560	Fran Stultz	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00

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As of **4/4/2011**

Governor's Office

INC	Name					TIR Missed		TIR	
INC000000284933	Ricardo Flores	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Yong Hui No	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000287152	Colene Tucker	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287156	Patsy Buchi	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287158	Sandra Naegle	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287163	Nancy Grisel	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00